MALDIVES: ENHANCING EMPLOYABILITY AND RESILIENCE OF YOUTH PROJECT (MEERY: P163818)
Ministry of Higher Education
Republic of Maldives

TERMS OF REFERENCE AND SCOPE OF SERVICES

Consultancy to Enhance the "JobCenter" Portal
(Procurement Ref: MV-MOHE-136695-CS-CQS)

1. Background:

Several aspects of the Maldives' recent development pattern highlight imbalances between labor demand and supply. Public sector jobs are predominantly in the civil service with the rapid expansion of cadres in the 1990s and 2000s. However, with the increasing standard of living over time, the labor market has become more challenging for Maldivians in general. Increasing educational attainment among the younger generation and expectations have coincided/collided with the rapid growth in low-skill service jobs associated with tourism and construction, leading to a mismatch in skills supply and demand. Despite the high levels of growth and labor market conditions in public investments, tourism, fisheries and non-tradable tourism related activities, important challenges remain for young Maldivians. These relate to (i) the need for greater inclusion and productive employment for youth, especially for those who cannot rely on public sector jobs (because of a sharp reduction of public sector employment) or who are from the most vulnerable segments of the population; and (ii) an increasing reliance on foreign labor in important sectors such as tourism and construction services and limited opportunities for women.

The Government of Maldives (GoM) is implementing the "Maldives: Enhancing Employability and Resilience of Youth (MEERY)" Project. The project is funded by the World Bank. The objective of the project is to improve the relevance of technical and vocational skills and foster entrepreneurship to promote youth employment in priority sectors. The project is being administered by the Ministry of Higher Education (MoHE), with a Project Steering Committee that will be co-chaired by the MoHE and the Ministry of Economic Development (MED). The

project comprises of three components and a Contingent Emergency Component. The three primary components are:

Component 1: **Fostering skills development and entrepreneurship in priority sectors (Tourism & Construction and ICT-related Services Sectors through four sub-components:**

1.1: Labor-market assessment and analysis for demand driven skills identification

1.2: Revision of Skills Development (TVET and Entrepreneurship) Curriculum

1.3: Face-to-Face Skills Delivery.

1.4: Support for Entrepreneurship Development.

Component 2: Promoting entrepreneurship and employment through skills Development and *e*Learning Strategy through three sub-components:

2.1: Strategy Development, Strengthening and Diversifying skills development programs.

2.2: IT infrastructure for skills development and jobs platform.

2.3: Career hubs for education-industry linkages.

Component 3: **Project Coordination, Monitoring and Evaluation**

The Project Management Unit (PMU) of the MoHE, who will be in charge of implementing the project and is looking for a qualified firm to carry out this assignment.

2. Introduction of the Assignment:

The Government of Maldives is seeking to strengthen the IT infrastructure for job matching and program to support to operationalize and expand the scope of existing web-based job search and the job-matching platform. In November 2019, MoED have launched the JobCenter portal at jobcenter.mv. The aim of the JobCenter is to provide a modern user friendly online platform for both employers and job-seekers to post and apply for job opportunities across the country. The system will enable registered Job seekers to be notified through SMS and e-mail, whenever a new job offering appropriate to their skills and experience is posted by Employers.

3. Objective(s) of the Assignment:

The objective of the assignment is to bring enhancements to the JobCenter portal as described in this Terms of Reference and Scope of Services.

4. **Scope of Services:**

In undertaking the task stated in this TOR, the developer shall consult extensively with all relevant internal and external stakeholders. Thus, selected party shall implement the following New Application(s), New Feature(s) and Enhancement(s) to the Job Center Platform;

4.1 Dhivehi Language (New Feature);
   a) Guest Visitor and Job Seeker modules should provide the option to change language to Dhivehi or English; according to visitor preference. This should effect everything that is predefined in the Platform.
   b) Administrators should have the ability to edit or update language related files via an easily understandable method; i.e. via a CMS option integrated to admin panel.
   c) All job listings and training listings should provide the ability to list them in English and Dhivehi. Job listings in Guest Visitor and Job Seeker.
   d) Any changes that may need to be done to the API that communicates with the Applications mentioned in Clause 4.4 due to this change should be catered.

4.2 Unemployment Benefit Module (New Feature);
   Requirements for this feature will be formulated once policies are in place.

4.3 Specialized Job Listings for People with Disabilities (Enhancement);
   a) Job listings should provide the option to mark them as a job for People with Disabilities.
   b) Job Seekers should be able to mark themselves as a Person with Disability.
   c) The Platform should restrict and only allow People with Disabilities to apply for such jobs.
   d) All relevant reports for these listings and job seekers should be reflected in the Reporting Module. This may include; but not limited to, Jobs marked as a Job for People with Disability; Details of Job Listings marked as a Job for People with Disability.

e) All relevant summary data should be reflected in the Dashboard of Admin Panel. This May include; but not limited to, widgets with graphs, charts or any other means that show total number of People with Disabilities, Total number of Job Listings for People with Disabilities, all within a predefined or selected timeframe.

f) Any changes that may need to be done to the API that communicates with the Applications mentioned in Clause 4.4 due to this change should be catered.

4.4 Mobile Applications for Android and IOS (New Applications);

a) The target audience for the Mobile Applications is the Guest Visitors and Job Seekers (a logged in user).

b) Using frameworks for Mobile Hybrid Applications is acceptable.

c) All features available to Guest Visitors and Job Seekers that are already implemented in the JobCenter Platform's website jobcenter.mv including the New Features and Enhancements mentioned in clauses 4.1, 4.2 and 4.3 should be readily available to these users via the Applications.

d) Pages/Tabs and data displayed in the applications, and the work flow should be as in or similar to the pages, data shown and work flows in the JobCenter Platform's website jobcenter.mv. Meaning;

    a. A Guest Visitor;

        i. Should have access to home tab.

        ii. Should have option to login.

        iii. Should be able to Search, Brows and Filter Jobs according to the user's preference. Search functionality should be similar to what has been implemented in the JobCenter Platform's website jobcenter.mv.

        iv. Should be able to view details of a Job Listing with content similar to the JobCenter Platform's website jobcenter.mv.

        v. Should be able to Search, Brows and Filter listed Employers according to the user's preference. Search functionality should be similar to what has been implemented in the JobCenter Platform's website jobcenter.mv.

vi. Should be able to view details of an Employer with content similar to the JobCenter Platform's website jobcenter.mv.

vii. Each listing should have a 'Login to Apply' button that redirects the user to login page.

b. In addition to the above, a Job Seeker;

i. Should have a user dashboard which shows basic profile information, matching jobs, etc. similar to the JobCenter Platform's website jobcenter.mv.

ii. Should be able to apply for Jobs. If there is any requirement to attach files, the Application should provide this mechanism.

iii. Should be able to view and interact with job applications similar to the JobCenter Platform's website jobcenter.mv.

iv. Should be able to Edit ALL Profile information similar to the JobCenter Platform's website jobcenter.mv.

v. Should be able to switch status from Seeking for Jobs and Not Seeking for Jobs, which should also effect job matching notifications.

e) The applications should connect and use same database as jobcenter.mv. (API to fetch, and update data will be provided. Please see Clause 7 for more information).

f) The applications should use the same mechanism for user login; i.e. eFaas.

g) Applications should send Push Notifications using Google's Firebase Cloud Messaging on the following events, but not limited to;

a. When a matching job has been posted (Job Matching Modules is already implemented).

b. Status updates to applied jobs.

h) Any settings or functions that need to be done from administrators should be integrated to the admin panel of the JobCenter Platform's website jobcenter.mv. This should include, but not limited to;

a. Ability to send push notifications to all devices that has the application installed.

b. View details of the devices and linked users.

<div style="text-align:center">c. Ability to update any banners or images used in the Application.</div>

i) 'About Us' and 'Contact Us' details should be included in the Application.

5. General Requirements:

The website should be designed taking the following into consideration.

a) The existing website is developed with PHP Laravel Framework and MySQL database.

b) The developer is expected to version control the source code for the project on a GIT based platform such GitHub or self-hosted GIT environment which the ministry IT team can access.

c) IT team at Ministry will host the code by pulling the changes from the source time to time.

d) Code review will be done before changes are deployed to the production.

e) User Acceptance Testing must be done and agreed by both parties before any New Feature, Enhancement or Application is marked complete.

f) New Feature, Enhancement or Applications will be considered delivered only when they are live in production environment. For applications, they must be uploaded and accepted by the respective store.

g) Developer is expected to meet the IT team once every week to identify the progress of the project and discuss any shortcomings from either side or address any issues.

h) Use industry standard security measures to protect website or applications from attacks.

i) Coding best practices should be maintained in code, and proper comments should be included in the code.

j) The developer must ensure that the system possess easy -to-use user interfaces, able to perform tasks with minimum of clicks, maximum select options and provide suitable short-cuts wherever possible.

6. Deliverables:

At the end of the work, the following outputs shall be delivered to the satisfaction of MED.

a) Source code for new features and enhancements as mentioned in clause 4 of this document. These will be considered delivered when the New Features and Enhancements are live in production environment.

b) Compiled Applications, and complete source codes of Applications. This will be considered delivered only when they are successfully uploaded and accepted by the respective stores.

c) Proper documentation for New Features, Enhancements and Applications.

d) Conduct a session to present the New Features, Enhancements and Applications to senior management.

e) Conduct an orientation/training session for the staff on how to use the New Features, Enhancements and Applications.

7. Data, Services and Facilities to be provided by the Client:

The client will facilitate the following services;

a) Walkthrough/guidelines/documentations of the existing website, modules and its features.

b) Access to any external APIs/Services needed to fetch data to the portal.

c) Access to API of current JobCenter Platform. This API may not include data related to New Features and Enhancements mentioned within the scope of this TOR.

d) Sharing the source code of the existing website.

e) Details of hosting service.

f) Details to upload the applications to Apple App Store and Google Play Store and any other details required from these services.

g) Assist in meeting with internal stake holders.

h) Assist in arranging presentation and training session.

8. Key Staff:

#	Position	Required No.	Qualification	Experience
1.	Team Leader**:**	1	• Bachelor's Degree in relevant field.	• 2 or more years of experience in undertaking organizational assessments. • 2 or more years of experience in web and mobile application development
2.	Web Developer	1	• Bachelor's Degree in relevant field.	• 2 or more years of experience in web development in PHP Laravel Framework.
3.	Mobile Application Developer	1	• Bachelor's Degree in relevant field.	• 2 or more years of experience in mobile application development for Android and IOS.

9. Reporting and Institutional Arrangements:

The work will be carried out under the broad guidance and direction of Ministry of Economic Development (MoED). The work will be overseen by the IT Section Head / Deputy Minister / State Minister / Permanent Secretary of Ministry of Economic Development. Progress of the work carried out shall be reported as mentioned in the Clause 5 in this document. The consultant will work at their own workplace. However, the consultant will be required to attend all the relevant meetings arranged by MoED.

10. Duration and timeline

The work is expected to be completed within **six (6) months** from the date of signing the contract.

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SELECTION CRITERIA

11. Selection Criteria for Firm:

Accreditation	Company Profile.
	Company Registration Certificate (Valid).
Experience (firm)*	2 or more years of experience in website development.
	2 or more years of experience in developing mobile applications.
	2 or more years of consultancy experience in implementation of online portals at work place.
	2 or more years of experience in undertaking organizational assessments.
Key Staff	The required key staff (in below table) meets the requirements.

Firm must submit supporting documents for the above requirements (such as completion certificates) showing evidence of experience.

12. Key Staff:

#	Position	Required No.	Qualification	Experience
1.	Team Leader**:**	1	• Bachelor's Degree in relevant field.	• 2 or more years of experience in undertaking organizational assessments. • 2 or more years of experience in web and mobile application development

2.	Web Developer	1	• Bachelor's Degree in relevant field.	• 2 or more years of experience in web development in PHP Laravel Framework.
3.	Mobile Application Developer	1	• Bachelor's Degree in relevant field.	• 2 or more years of experience in mobile application development for Android and IOS.

Curriculum Vitae (CV) and its validated supporting documents (academic and additional) of key Staff must be submitted with the Expression of Interest.

All interested parties must submit validated documentary evidence to support the above criteria.

Based on the above criteria, only the selected firm will be invited to submit the Technical and Financial Proposal (whereby more information will be requested).

Selection will be made based on Consultant's Qualification-Bases Selection (CQS) method set out in the World Bank Procurement Regulations for IPF Borrowers' Procurement in Investment Project Financing- Goods, Works, Non-Consulting and Consulting Services, July 2016 Revised November 2017 and August 2018.